

Privacy policy

In this policy all references to 'we' means The Property Ombudsman

1. This privacy policy sets out how we use and protect any personal information you give us.
2. We are committed to protecting your privacy in line with the Data Protection Act 1998. The personal information you give us will only be used in line with this privacy policy.
3. We may change this policy from time to time. You can always find the most up-to-date privacy policy on our website at www.tpos.co.uk.
4. In this policy, when we refer to 'your information' we mean personal information about you and your membership of TPO which we may collect, use, share, store or process in any other way. This includes information we get from you or from anyone else when you apply for membership or at any other time, through any type of communication (verbal, written or electronic), including through letters, calls, emails, websites (for example, internet protocol (IP) address, cookies), applications, phone systems (we may record and use any phone number you call us from), registrations, researches, promotions and competitions or through membership accounts you currently have or have previously had with us.
5. When you give us someone else's personal information (such as that of someone who has complained about your service, someone we can contact about an invoice, a senior partner or director), you confirm that you have got their permission to give their information to us, other departments within TPO and others as described below, and for us to use it as described in this privacy policy. We will record and use any information you give us about someone else in the same way as we record and use your information.
6. We may collect, use, share, store and otherwise process your information to:
 - (a) check that you are eligible to become a member;
 - (b) check your, and your partners' and directors', identity and business status;
 - (c) manage your membership, including processing any payments you make;
 - (d) make sure that our records are accurate;
 - (e) develop and improve our services to you and other members;
 - (f) respond to any questions you ask or complaints you make; and
 - (g) protect our interests, including finding you and recovering any debts you owe, checking details we hold about you, and processing and collecting charges.
7. We will keep your information private and confidential, but we may share it as follows.
 - With the TPO Council to meet our duties to report anyone who breaches our Code of Practice and help raise standards within the industry.
 - With other competent authorities such as the Office of Fair Trading, Serious Organised Crime Agency and other recognised trade organisations so they can take disciplinary or other appropriate action.
 - With anyone who has complained about your service for the purposes of legal proceedings brought by or against you.
 - With anyone we transfer information or our rights and duties under this agreement to.

- With another organisation as a result of any sale, restructure, merger or takeover of the TPO, as long as the other organisation uses your information for the same purposes as you originally gave it to us and we used it.
- In line with any permission you have given us.
- If we have a duty to do so or if the law, public interest, or this agreement allows us to do so.
- With carefully selected companies which provide products or services which may be of interest to you.